



McKEEVER DENTAL CARE

Personalized & Comfortable

*Here are a few details
about who we are and
what we do to help you
get to know us better.*

We care.....

“A smile is the light in your window that tells others that there is a caring, sharing person inside.”

A journey to a new place can be unsettling. “How will I be treated?”
“What am I getting myself into?”
“Have I made the right choice?” “How long is this going to take and how is this going to affect my day?”

For all new patients, at first, we are strangers. The goal of my team and myself is to make that feeling last only as long as it takes to enter through our door. We understand the feeling of a new dental relationship and strive to establish the feeling that not only do we care, we’ve cared all along, even before we’ve met.

This book is designed to acquaint you with myself and my team in order to help you validate your choice of McKeever Dental Care. To do so by creating the

Welcome to McKeever Dental Care
type of relationship that YOU desire. In
essence, a happy dental home.

Inside, you will find a map and photos to
ease your first visit to our office.
Conveniences we offer in order to make
your visits comfortable, respectful and as
positive as possible.

We will explain what we do and why we
do it. The goal being to establish a long
term, mutually rewarding, positive and
possibly even fun relationship. We care
about you and the time you will spend
with us. It's why we thank you for
choosing McKeever Dental CARE

*If you care to share or lend this book
with family and friends we would be
glad to provide you another copy -
Please, Just ask.*

This Book has the Following Sections:

The McKeever Dental Care Family

Our family and your new friends ***How to***

Find Us

Maps, photos and detailed directions

Our Courtesy System

Our tool to help us be pleasant, kind and respectful with our communication

Your Comfort Menu

A menu of personalized services

General Information

Outline of things that we stand for

Special Services

Nuts and bolts of services we have mastered

The Bargain We Make with You

Creating a mutually rewarding relationship

Your First Visit

What to expect and what to bring

Kind Regards

Welcome to McKeever Dental Care

The McKeever Dental Care Family

*Pictures of your
Dental Family and a
few words about us*
**Darren A.
McKeever,**

DMD, MAGD, DICOI



Dr. McKeever graduated from James Caldwell High School and received his Bachelor of Science Degree from Allegheny College in Meadville, PA.

While an undergraduate student he received the National Robert E. Bugbee award for research in Biology, setting the foundation for his current desire to pursue new research. He earned his Doctor of Dental Medicine degree from

Welcome to McKeever Dental Care
U.M.D.N.J. – New Jersey Dental School
(now Rutgers University) in 1987.

Upon graduation he accepted a general practice residency from the Veterans Administration Medical Center in Dayton, Ohio, where he served as chief resident.

Dr. McKeever has received extensive training in Minor and Complex Oral Surgery, Complex Implantology, Prosthodontics, Full-Mouth Restorative dentistry, Pediatrics, Periodontics and Endodontics, along with some of the earliest research in dental bone grafting.

Dr. McKeever has been in private practice in Pompton Plains, NJ, since 1988. He is a member of the American Academy of Cosmetic Dentistry. Dr. McKeever has been awarded the status of Diplomate in the International Congress Of Implantologists and has also been awarded the most prestigious title for General Dentists – The Academy of General Dentistry’s coveted Mastership

Welcome to McKeever Dental Care
Award (fewer than 1% of all dentist can
claim this distinction).

Dr. McKeever has been named a “Top
Dentist” by the New Jersey Monthly
Magazine as well as other publications.

In continuing his dental education, Dr.
McKeever has completed four advanced
programs of dental continuums. Dr.
McKeever has completed the advanced
endodontics program at Boston
University with Dr. Herb Schilder. He has
also completed over 350 hours at the L.
D. Pankey Institute for Advanced Dental
Education in Key Biscayne, Florida as well
as the Pacific Aesthetic Continuum in San
Francisco as well as several advanced
long-term programs in implantology and
bone grafting. In addition, Dr. McKeever
has extensive studies in TMJ disease from
the Dawson and Piper Institutes of St.
Petersburg, Florida, multiple programs in
Laser Dentistry as well as studies in sleep
apnea.

When not at work, Dr. McKeever enjoys spending time with his wife and two sons and is very active in the Cub Scouts and Boy Scouts of our area.

Marina Tudor



I am originally from Moscow, Russia. After my family moved to the USA, I graduated from the University of New Haven in Connecticut with a Bachelor's Degree in Dental Hygiene.

I worked as a dental hygienist for 10 years and then decided to continue my path in dentistry as an office manager. I took time off to start a family and now I am back in the field and really enjoy what I am doing. I look forward to helping all our patients get the care that they are seeking from McKeever Dental Care. In my spare time, I enjoy spending time

Welcome to McKeever Dental Care
with my husband and two children going
to museums and the theater.

Jennifer Leaman (Jen)



Hi, my name is
Jennifer and I am
proud to be
a part of the team at
McKeever Dental
Care. I recently
graduated on the
Dean's List from
Fortis Institute.

I was placed here at our office for my
internship and was hired full time shortly
after. I love welcoming new faces and
seeing that they become forever patients
and helping to provide outstanding
quality care.

When I am not in the office, I love cutting
and styling hair, as I have
been a hair stylist for 10 years, and
spending time with my husband and our
two dogs.



Hi! My name is Stephanie. I'm a recent Dean's list graduate from Fortis Institute. I'm a trustworthy, caring person to all of my patients, and I love making them smile.

In my spare time, I enjoy singing and playing guitar.

Music is not what I do...it's who I am. I have a knack for baking cupcakes, cakes, and cookies for people when they need them for special occasions. If you are having a bad day, just remember these words, "Happiness is only a cupcake away!"

Welcome to McKeever Dental Care
Anthony Sosa



Anthony Sosa is a great and wonderful man who lives to serve. He considers himself a prince of the highest degree. Anthony has been a dental assistant at McKeever Dental care for over 5 years.

Anthony speaks Spanish and resides in Riverdale.

You may call him Ant, Tony, El Tigre, or just “Guy” if you want. Anthony wants you to feel comfortable whenever possible. Please do not hesitate to ask him about meeting your needs. He will try to accommodate you and takes pride in doing so.

He likes flipping the bird, which he considers one of his hobbies. He also likes watching basketball, thrilling movies, and collects sneakers in his free time.



Hi, my name is Tiffany. I have worked as a dental hygienist since 2006.

I feel that patient education is the most valuable service that I can give to my patients.

I enjoy working with the team at Dr. McKeever's to bring quality care to our patients.

When I'm not at the office, I join my husband in volunteer work teaching the Bible.

Loriann McGrory (Lori)



Hello, my name is Lori. I am one of the hygienists at Dr. McKeever's office. I graduated hygiene school in 1992.

I was a sophomore in high school when I entered into the dental field. I worked as a dental assistant for 4 years

Welcome to McKeever Dental Care
before becoming a dental hygienist. I am
currently married to George. We have 3
boys and live here in Pompton Plains. I
enjoy working with Dr. McKeever and all
our wonderful patients.

Kristen Monahan



Hi, my name is
Kristen! I graduated
with a degree in Dental
Hygiene from Bergen
Community College in
Paramus, NJ in 2004.

Before that I was a
dental assistant for 3
years. I love working in
the dental field because I am able
to help people improve their oral health while
having the opportunity to help them feel
comfortable in the dental office.

My husband and I have 3 energetic children and
a Wheaton Terrier named Oscar. We enjoy
entertaining and cooking on Sundays as a family.
I look forward to taking care of you and getting
to know you in our office.

Linda Conte



Hi, my name is Linda. In 1987 I began practicing dental hygiene. I became a dental hygienist because I wanted to help people have a healthy and beautiful smile.

I am passionate about my profession and continue to attend seminars and conferences to advance my knowledge. In 2013 I brought my expertise in periodontal therapy to Dr. McKeever's dental family. My love for dental hygiene fuels my desire to provide superior care for my patients.

I enjoy spending time with my husband Sal, our 3 children and our 2 dogs. In our free time we like to travel, spend time at the beach, go fishing, and relax with family.

Welcome to McKeever Dental Care

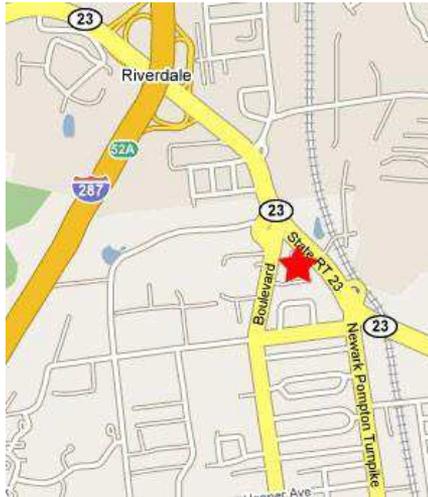
How to Find Us...

*A description of
where to go and
what to look for 933
State Route 23 South*

Pompton Plains, NJ 07444



Elevator access is in the back of the building and it takes a full minute to our floor.



Our office is next to the corner of State Route 23 South and The Boulevard. We are directly next to the yellow Weichert Real Estate building. Our parking lot and the Weichert lot are connected and accessible from The Boulevard without having to turn right onto Route 23.

From State Route 23 South-bound

After the steep Route 287 hill on Route 23 south you will pass through two traffic lights. Avoid the extreme right lane at the first light, as this will put you onto West Parkway. At the second light you should be in the right lane as our entrance is the second on the right. We are located right next door to the Yellow Weichert Real Estate building.

Our parking lot and the Weichert lot are connected (in case you turn too early OR if you need to access the Boulevard access to return on Rt. 23 North).

From State Route 23 North-bound

You will pass the Toyota and Honda dealerships and Pompton Queen Diner in Pompton Plains. After two more traffic lights, exit on the right, at the jug handle U-Turn for Rt. 23 South. Stay toward the right, but do not get off on West Parking (which is the extreme right). After the next traffic light our entrance is the second on the right, next to the yellow Weichert Real Estate building.

From Route 287, North or South

Take exit 52A onto State Route 23 South. Stay to the right, but not the extreme right lane (this will force you onto West parkway). After the second light, our entrance is the second on the right, next to the yellow Weichert Real Estate building.

Our Courtesy System...

*A tool which helps us
be pleasant, kind and
careful with our
communications*

This is the system that we use in our contact with each other and with our patients.

We have found that it is much easier to be happy in our work when we are pleasant, kind and careful with our communication.

If you believe that we are not fulfilling our commitment, please bring it to our attention.

If you have any questions about the system, please ask.

Welcome to McKeever Dental Care

Our Communication Standards

- Speak very politely using a person's name – "Please" and "Thank you" as a minimum.
- When you talk about a person who is not present, speak as if they are listening to your conversation. Use the person's name in each sentence in which you refer to them.
- If you have a problem with someone, talk about the problem only with that person and in private.
- Apologize and make restitution if someone is upset by your actions.
- Greet and farewell everyone by name, with eye contact and a touch.
- Blame a system, not a person.
- Tell the truth!
- Use positive conversation –
Express Appreciation.

Our Comfort Menu

*Some of the
amenities that we
offer to make your
visit more
comfortable*

The following items are all readily available in order to create the most comfortable dental visit possible.

Coffee, Tea and water

These are available for you just by asking or help yourself at our coffee station. Since we strive to never keep you waiting upon arrival, feel free to enjoy them during or after your visit.

Pillow and blanket

Sometimes you just need a little more support or snuggles to help with sitting in the dental chair. Please, just ask and we will help you with that.

Headphones. The noises of a dental office can be complex, distracting and possibly anxiety provoking. We can provide headphones and a multitude of musical choices to help you relax.

Some treatments have inherent down time while our super technologies take over and do the work. Let us know if you would like to read something instead of watching the devices work.

Stretch

Don't sell this one short. If you just need a break, a pause or a moment to answer your phone, please let us know and we can help you to relieve the tension or revitalize yourself.

Nitrous Oxide, Oral Sedative Medications

There are those times when the ghosts of your past dental experiences come back to haunt you. Our job is to help eliminate the anxiety provoking memories and sometimes people need a little help.

Whereas, we strive to make your visits comfortable and anxiety free, initially these little helpers can lead you to our

Welcome to McKeever Dental Care
ultimate goal. Please feel free to ask
about these safe and convenient options.

Intra-Venous Sedation

We all have our limits. There are times and situations when we may need a lot of help and we are here to give that help to you. For those patients who feel “I know I need to be knocked out” we have the services of a Board Certified Anesthesiologist (MD) that we work with frequently. Dr. Glen Atlas (MD) is a full Professor of Anesthesiology at University Hospital and we are proud to have him as a member of our team.

General Information

*What we stand for
and what we have
to offer you*
Special Services

An often-heard statement from our patients: “Wow, you really do have the best toys!”

Not all dental practices are the same. We often say that dentists are just like the leaves on the trees. We all look similar, but if you really take a good look they are all individuals. Our office is not only unique in our approach to our relationships with our patients, but in the technology we have mastered in order to provide the care you expect.

Digital Radiography

An lower radiation and likely enhanced diagnostic, means of taking dental x-rays.

A computer designed manufacturing system that provides high quality, one-visit porcelain restorations and crown crowns. This is the ultimate in patient benefits and convenience where images of the teeth needing treatment are captured with a specialized camera instead of a mouth full of goop. The restorations are esthetic, durable and precise.

Spectra

A specialized camera that helps us detect if there is decay under your existing fillings. This technology eliminates the guesswork of when fillings need to be replaced and provides a definitive means of deciding when treatment is best for you. No more, “hey that looks suspicious; but since you don’t have any symptoms, let’s just keep an eye on it”.

Galileos

Our digital 3-D cone beam scan is dentistry’s answer to a medical CatScan with dramatically reduces radiation levels. Sometimes a two dimensional x-

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ray just doesn't tell the story, so Galileos comes to the rescue. This system is an integral part of a superior level of diagnostic capability and a means of providing safer, more accurate and convenient dental implants.

Isolite

An intra-oral isolation is a device that does all the work for you. Isolite helps with: the feeling that your jaw is getting tired trying to stay open, keeping you from feeling that your own saliva is drowning you, the thoughts of "what should I be doing with my tongue?" and the ever present.... "how long is this going to take?" .

The Isolite device is like having two more team members in the room helping with the procedure. Additionally, this device helps cut the time of our procedures in half! ***Snoring and Sleep Apnea***

These symptoms are no joke, but often the butt of one. Poor oxy- generation during sleep is not only disturbing to the sleeper; but, usually everyone else within

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earshot. Not to mention a serious and
deadly malady that goes undiagnosed or
often untreated.

Laser Dentistry

Dr. McKeever has been utilizing dental
lasers since 1998, long before most other
dentists even noticed their capabilities.
Our Waterlase iPlus system allows us to
perform pro- cedures more conveniently,
with less post-operative consequences
and often with less or even NO need for
anesthetic injections.

We also have other lasers that are used
for enhancing wound healing and
diagnosing early cavities.

What We Want for YOU And What We Need From YOU

Our goal is to form a long lasting friend-like relationship where we both enjoy your visit. This is only possible if both of us are happy and contented.

What we offer you:

A happy and friendly place to visit in order to maintain your oral health.

Visits in a timely manner

Your time is important to both of us. No one likes to wait. Except, in the cases of emergencies affecting our schedule, we pledge to make sure your time is respected and cared for as if it were our own.

Value

Our fees are very typical for our area. However, we refuse to provide “typical” service. Our state of the art facility coupled with the highest level of

advanced dental education creates a potent mixture that enables us to do what the average dental office cannot. Your individual insurance coverage may not create the impression that our fees are consistent with our area. But, overall the value received for what we provide is uncommon.

We pride ourselves on providing comprehensive care rather than patchwork dentistry. We do this in order to provide a long term health scenario that is not likely to result in emergency visits, breakage, failed expectations and the need to re-do treatment.

Convenience

Our office hours are maintained to allow care both before and after work hours. The office is open: Mondays and Tuesdays from 7:30 AM - 6:00 PM, Wednesdays from 7:30 AM - 8:00 PM and Thursday from 7:30AM -5:00. After hours emergencies can reach the covering dentist by calling the office at

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973-839-8180 and following the prompts
for after hours emergencies.

Guarantee. Provided you continue to see
our office for the prescribed routine
maintenance we will warranty all ceramic
restorations for (3) three years against
breakage and all tooth colored fillings for
the same period.

What we need from you...

Honesty

Please, let us know how we are doing.
We can't fix a problem if we don't know
what's broken. If the need arises for you
to get something off your chest, do it!
We also request that you advise us in
cases of changes in medical history,
contact numbers, insurance coverage
address and work status.

Insurance

We accept all PPO dental plans and are in
network providers for Delta Dental
Premier. The amount of benefits

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provided by the insurance carriers varies from 0%100% but our experience shows that, except for DMO plans, most plans work very well with our office and our patients are satisfied with the coverage provided by their insurance companies. Our team will file your insurance for you and try to get every penny from them for you, but we do expect the co-pay to be handled at the time of service.

Payment

All of our fees must be provided to you prior to treatment in order for you to decide if you wish to accept care.

We accept Visa, Master Card, American Express, check or cash. We also offer a third party financing arrangement through Care Credit that allows you to pay for treatment over time and fit the cost into your budget. We do expect that all balances be paid at the time of treatment unless mutually agreed upon financial arrangements are made prior to treatment being started.

Please let us know if there is a problem with an upcoming appointment. Everyone forgets, it happens. But if you really can't keep your appointment please let us know in advance so that we don't worry that you've been kidnapped, arrested or won a free vacation. This allows us to keep our schedule accessible to others who need care and also helps us to keep our fees competitive. One of the top two reasons why fees increase in dental offices is open chair time the other is unpaid balance for care.

A Bargain That We Would Like to Make with YOU

*This is what we would
like our relationship with
you to be built upon Here
is what we feel we owe
to each other. If you have
any concerns at all with
us, we are happy to
discuss, with you, what
you feel would be fair.*

**Here is what we commit
to you...**

We must tell you in advance the cost of any major treatment.

We must do our very best treatment for you.

We must listen to you when you speak.

We must apologize and make amends if we don't perform as we promise, and you are the judge of our performance.

We will do our absolute best to keep to schedule because we know everyone hates to be kept waiting.

Here is what we want from you...

You will you notify us if there is something that upsets you. That way we have a chance to make it right, apologize and regain our relationship.

You should pay your bills on time. 😊

If we ask (We don't ask everyone) we would appreciate and be honored for you to refer at least one person whom you feel would like the things we offer. In this way, we can continue to have a flow of new people, and be here for you when you need us next time. We work hard to exceed your expectations in every way possible. We are accepting new patients.

Special Information

*Here we will provide
special pages your
future treatments*

On Your First Visit...

The first step in our office is to listen to you. We want to get to know you and make sure you are comfortable before we treat you.

On your first visit, we offer you a complete examination, which is designed to minimize treatment for you. Common repair dentistry focuses on just that: repair. It's reactive. Complete dentistry is proactive. Complete dentistry offers you the opportunity to regain your oral health to its optimum.

During your complete periodontal examination we will examine your teeth, surrounding gums, cheeks, lips, throat, tongue, lymph nodes, TMJ, and muscles of your jaw area.

Welcome to McKeever Dental Care
We will take intraoral video photographs
and incorporate an oral cancer
examination.

“Without diagnosis there can be no
treatment” -Hippocrates

To Prepare for your First Visit...

Please fill out our New Patient
Questionnaire provided in the pocket of
this book OR you may fill out our form
online by visiting our website:

www.mckeeverdentalcare.com and
clicking on “New Patient Online Forms”
on our home page

Bring a list of Medications that you are
taking

Bring your Insurance Information. Bring a
smile!

This book is not a marketing tool, an empty promise, or a flash in the pan. It's a living document to help create what my team and myself know we have to offer and to help establish a relationship we hope that you want.

It was created with that goal in mind and is unique to our happy dental home. We hope you will discover our practice is as unique amongst dental offices as this book is unique to your previous experiences.

A few of our valued patients...

Welcome to McKeever Dental Care

